PO Print Trouble Shooting

Please verify the checklist below before calling the FS Help Desk.

1. **Have you printed from the printer before?**

   If it is a new printer, your LAN Administrator will need to submit a form to the Unix Support group to have the printer linked to PeopleSoft. The form is available on the Phoenix Website http://phoenix.gagta.com/ Select "Connectivity" then click on the link to open the "printer configuration form". Submit to the email address shown on the form.

2. **Has your LAN Administrator altered security or firewall settings at your agency.**

   If so, verify with your internal LAN support that **Port 515** is open. If this does not resolve the problem, contact Andre McManus at 404/463-6315.

3. **Have you printed the specific type of document (PO, RFQ, Receiver, etc.) before?**

   The first time one of these document types is printed, you must **ADD** a new Run Control. If you have already added a Run Control, you will use the **Update/Display** mode to select the Run Control you used previously. (Samples of the Correct Run Control Panel settings are listed below).

4. **If printing a PO, has it been approved and successfully budget checked.**

   The PO will not print unless the PO Status is "**Approved**" or "**Dispatched**" and the BCM status is "**Valid**".
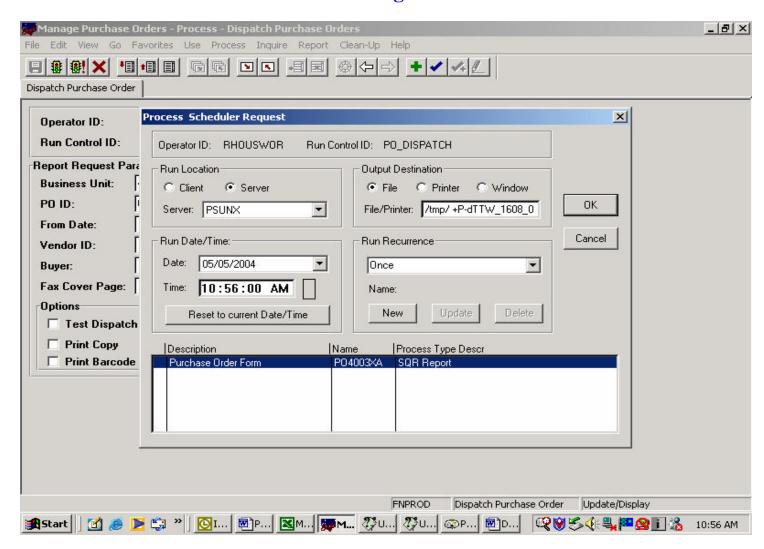
5. **If printing a Receipt Form, verify PO is in a "Dispatched" status (see screen shot of Run Control below).**

6. **If printing an RFQ, be sure vendors have been selected for the RFQ (see screen shot of Run Control below).**

7. **Verify the Run Control Settings on the sample panel shots below**.
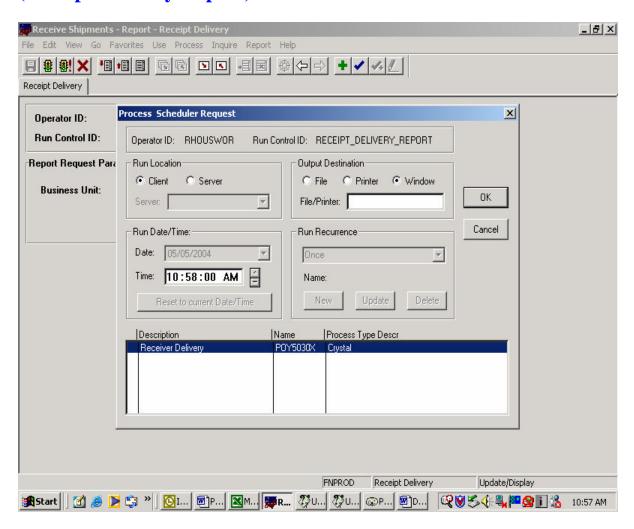   Assure that the correct number of leading zeros were entered for your **PO ID**. **The "From – Thru Dates", "Vendor ID", and "Buyer" should always be blank.**

8. **Verify that the "Process Scheduler Request" panel specifies a Run Location of "Server" with Server "PSUNX" and an Output Destination of "File".**
   Below Output Destination the "File/Printer" box should contain **/tmp/ +P-d** immediately followed by your Printer ID. There is a space between the /tmp/ and the +. The printer ID is case sensitive. If the printer ID is not known, contact your internal LAN administrator to obtain the ID and assure that the printer has been identified to Peoplesoft (see #1 above). If printing a Crystal Report (Receipt Delivery Report) the Run Location should be "Client" and the "Output Destination should be "Window" (see screen shots below).
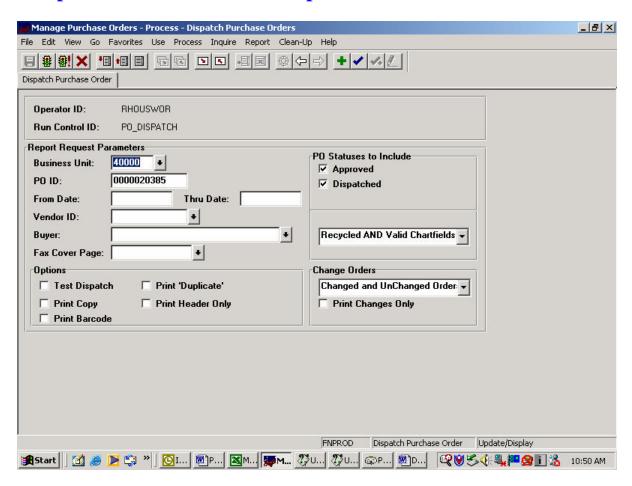
Sample Process Scheduler Request for standard PO Printing

Process Scheduler Request for Crystal Report Printing (Receipt Delivery Report)
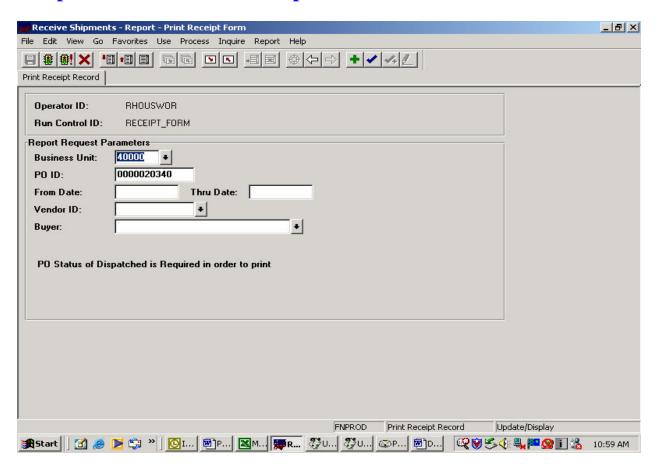
Sample Run Control for PO Dispatch:

Only the Business Unit and PO ID should be changed. All other fields should remain exactly as seen above. **Never enter a Vendor ID, Buyer, or From/Thru dates**.
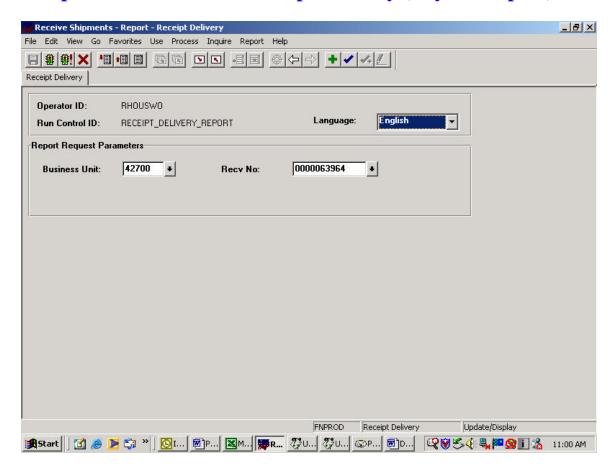
The Print Barcode checkbox can be used to print a barcode representing the PO number on the Purchase Order.
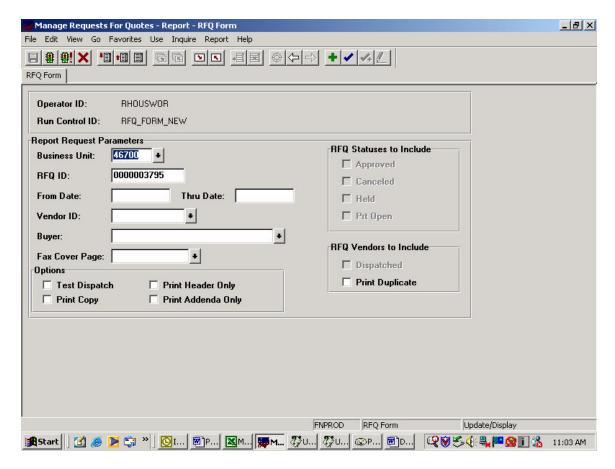
Sample Run Control for Receipt Form

PO must be in Dispatched Status. Only Business Unit and PO ID fields should contain data. All other fields should remain blank.

Sample Run Control for Receipt Delivery (Crystal Report)

Be sure to use the Process Scheduler Request settings for Crystal Reports as indicated in an earlier screen shot.

Sample Run Control for RFQ Form

This will print an RFQ for every vendor associated with the RFQ. Make sure you have selected vendors (MANANGE REQUEST FOR QUOTES-USE-VENDOR ASSOCIATION BY NIGP-VENDOR LIST). If this step has not been completed, no RFQ's will print.

If user wishes to re-print a single RFQ for a specific vendor, add the Vendor ID field to the Run Control panel. One RFQ to the specified vendor will print.

The Print Header only checkbox can be selected if it is desired that only the RFQ cover page be printed without the line item listing.

The Print Addenda only checkbox can be selected to print the RFQ cover page with header comments flagged in the RFQ with "Addenda" and "Send to Vendor"